

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-25-25

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
4	3	1	Fail	1

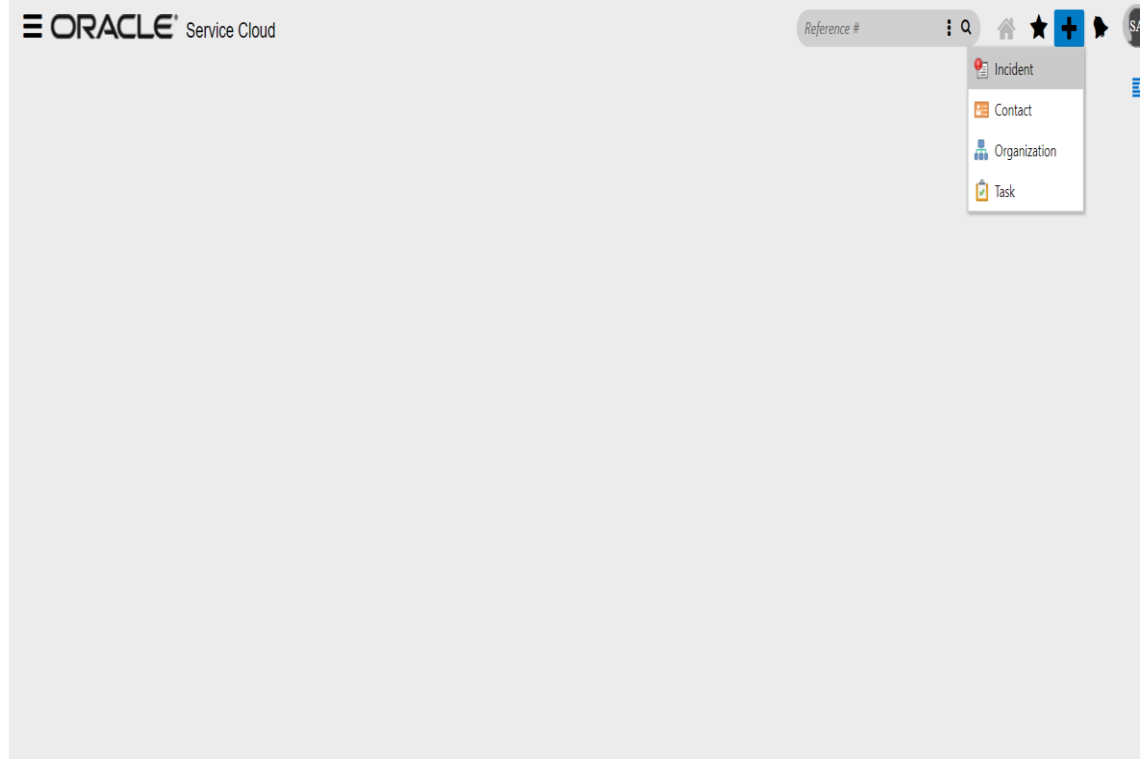
Step No:1

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible on the left, and a search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows '200810-000054'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is present with 'Summary' selected, and other tabs include 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab shows a form with the following fields: 'Subject' (empty), 'Reference #' (200810-000054), 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Contact' ([No Value]), 'Organization Name' (empty), 'Product' ([No Value]), and 'Category' ([No Value]).

Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 doesn't exist

Status: Fail

ORACLE Service Cloud

Reference #

200810-000054

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject *

Reference # 200810-000054

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

